

Hi,

I am a current Sorenson Video Phone user. I have used Sorenson for about two years now. I am satisfied with Sorenson, but do not like their policies requiring me to make at least 30 minutes long distance calls per month AND use only Sorenson interpreters. The connection time between us in the past was very fast. But, nowadays, it takes about 20 minutes wait time during the peak times. Peak times would be between 8 am and 5 pm Eastern Time on weekdays. I think I should be given a choice to call different Video Phone companies similar to TTY Relay Services.

Thank you for listening.

Ron